



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

August 9, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HERITAGE
GROUP HOMES, INC., LA VERNE, PHILLIPS RANCH, VALINDA AND
WHITTIER SITES**

We have completed a review of La Verne, Phillips Ranch, Valinda, and Whittier Group Homes (Group Home or Agency), operated by Heritage Group Homes, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

La Verne, Phillips Ranch, and Valinda Group Homes are six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. Whittier Group Home is a six bed facility, which provides care for girls ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, La Verne, Phillips Ranch, and Valinda Group Homes were each providing services for six Los Angeles County DCFS children, and Whittier Group Home was providing services for five Los Angeles County DCFS children.

La Verne Group Home is located in the Fifth District. Phillips Ranch, and Valinda Group Homes are located in the First District. Whittier Group Home is located in the Fourth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement,

"To Enrich Lives Through Effective and Caring Service"

internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, each Group Home has deficient areas that need to be addressed. All five group homes need to maintain Needs and Services Plans (NSPs) that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

LaVerne Group Home needs to repair the bathroom faucet handle; clean or replace the carpet in the children's bedrooms; clean all bedroom ceiling fans; and encourage and assist all children in creating and updating life books/photo albums.

Phillips Ranch Group Home needs to repair the upstairs bathroom sink; clean the kitchen oven; paint a patched area on the bedroom wall; repair/replace the broken recreation equipment; and obtain and maintain current court authorizations for all residents taking psychotropic medication.

Valinda Group Home needs to repair the low water pressure in the children's bathroom sink; clean and/or re-glaze the bath tub in the children's main bathroom; remove all writing from bedroom dressers; and obtain and maintain an adequate supply of extra bed linens.

Whittier Group Home needs to include the child's authorized placement worker as part of the treatment team in the development and implementation of the NSP.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg
http://auditor.co.la.ca.us/group_home.asp

Attachments

Board of Supervisors

August 9, 2005

Page 3

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Narinder Heer, Executive Director, Heritage Group Homes, Inc.
Public Information Office
Audit Committee

**Heritage Group Homes
LaVerne Site
1940 Baseline Road
La Verne, California 91750
Phone: (909) 623-3400
License Number: 197804065
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

La Verne Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in the hall bathroom, a faucet handle on the sink needs repair.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the carpet in the children's bedrooms is dirty and stained, and the ceiling fans are dirty.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Heritage Group Homes management:**
 - a. Repair the bathroom faucet handle.**
 - b. Clean or replace the carpet in the children's bedrooms.**
 - c. Clean all bedroom ceiling fans.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, the NSPs are not comprehensive, and do not include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendation

- 2. Heritage Group Homes management maintain Needs and Services Plans that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews:

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for two case files

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

One child is encouraged and assisted in creating and maintaining photo albums/life books; however, the other child is not.

Recommendations

- 3. Heritage Group Homes management encourage and assist all children in creating and updating life books/photo albums**

**Heritage Group Homes
Phillips Ranch Site
30 Country Wood Drive
Phillips Ranch, California 91766
Phone: (909) 623-3400
License Number: 191592917
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Phillips Ranch Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in one upstairs bathroom, the sink is in need of repair, and the kitchen oven is dirty.

Overall, the children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in the first bedroom upstairs there is a patched area on the wall that is in need of paint.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available. However, there is a piece of recreational equipment in the backyard that is not operational.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Heritage Group Homes management:**
 - a. Repair the upstairs bathroom sink.**
 - b. Clean the kitchen oven.**
 - c. Paint the patched area on the wall in the first bedroom upstairs.**

- d. Repair/replace the broken recreation equipment.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. One NSP is current; however, the other NSP is not current. The NSPs are not comprehensive, and do not include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendations

2. Heritage Group Homes management:

- a. Provide all children with current Needs and Services Plans.
- b. Maintain Needs and Services Plans that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for three case files

Comments:

Two children have current court authorizations for psychotropic medication. However, one child does not. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendation

- 3. Heritage Group Homes management obtain and maintain current court authorizations for all residents taking psychotropic medication.**

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home’s policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes
Valinda Site
16226 E. Benwick St.
Valinda, California 91744
Phone: (626) 917-0857
License Number: 191500101
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Heritage Group Homes, Valinda Site is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in the children's main bathroom the water pressure in the sink is low, and the bathtub is dirty and stained and is in need of cleaning and/or re-glazing.

Overall, the children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom two there is graffiti writing on top of the dresser, and there is an inadequate supply of extra bed linens.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Heritage Group Homes management:
 - a. Repair the low water pressure in the children’s bathroom sink.
 - b. Clean and/or re-glaze the bath tub in the children’s main bathroom.
 - c. Remove all writing from bedroom dressers.
 - d. Obtain and maintain an adequate supply of extra bed linens.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however the NSPs are not comprehensive, and do not include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendations

2. Heritage Group Homes management to maintain Needs and Services Plans that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school.

The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for four case files

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home’s policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes
Whittier Site
8814 Santa Fe Springs Rd
Whittier, California 90606
Phone: (562) 698-1062
License Number: 197802215
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Heritage Group Homes, Whittier Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. However, one of the NSPs does not include the child’s authorized placement worker in the development and implementation of the plan. For one child, the NSP is current, comprehensive, and includes long and short-term goals. However, the other child’s NSP is not comprehensive and does not include long and short-term goals. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendations

1. Heritage Group Home management:

- a. **Include each child’s authorized placement worker as part of the treatment team in the development and implementation of the NSPs.**
- b. **Maintain Needs and Services Plans that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for case two files

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

Heritage Group Homes, Inc.

P.O Box 5020, Diamond Bar, CA 91765
(626) 653-1000 Ph. (626) 653-1005 FAX

06/09/05

Attn: Carla Carr, Group Home Ombudsman
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

Re: Heritage Group Home V
1940 Baseline Rd
La Verne, CA 91750

Corrective Action Plan

Pursuant to your review, this letter is in response to the contract audit results of Heritage Group Home V. Generally, we are in agreement with the findings and have put in place the following Corrective Action Plan.

Recommendation 1:

a) Repair bathroom knob, b) clean or replace carpet and c) clean ceiling fans

Current Status/CAP:

- a) Bathroom knob on the sink was repaired on 5/17/05
- b) Carpet in children's bedroom has been ordered and will be replaced on
- c) Ceiling fans in children's bedrooms were cleaned on 5/17/05

The facility manager is responsible for maintaining an acceptable level of cleanliness and good repair in the facility. The site Administrator will conduct thorough inspections weekly to ensure compliance in this area.

Recommendation 2:

Needs and Service Plans should include long term and short term goals for each child.

Current Status/CAP:

Needs and service plans now include long term and short goals. This information was generally indicated in the Quarterly Progress Reports but is now included in the NSP

Heritage Group Homes, Inc.

P.O Box 5020, Diamond Bar, CA 91765
(626) 653-1000 Ph. (626) 653-1005 FAX

06/09/05

Attn: Carla Carr, Group Home Ombudsman
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

Re: Heritage Group Home I
30 Country Wood Dr
Phillips Ranch, CA 91766

Corrective Action Plan

Pursuant to your review, this letter is in response to the contract audit results of Heritage Group Home V. Generally, we are in agreement with the findings and have put in place the following Corrective Action Plan.

Recommendation 1:

a) Repair the upstairs bathroom sink, b) Clean the kitchen oven, c) Paint the patched area on the wall in first bedroom, d) Repair/replace broken recreation equipment.

Current Status/CAP:

All of the repairs listed above have been completed as of 5/19/05 and the broken recreation equipment has been replaced. The facility manager will inspect all equipment on a weekly basis to make sure it is in proper working order and will also ensure that the facility is in good repair with an excellent level of cleanliness. The program Administrator will conduct weekly site inspections specifically looking at these areas for compliance.

Recommendation 2:

Provide children with current Needs and Service Plans and maintain NSP's that are comprehensive, specific, measurable and include short term and long term goals.

Current Status/CAP:

A meeting was conducted with the Treatment Team on 5/20/05 to discuss the audit report and plan a strategy that incorporates all the contract requirements for the NSP's. The Case Manager is responsible for ensuring that all NSP's meet the criteria as indicated in the new DCFS contract and audit report. The administrator will review all Needs and Service Plans prior to submission to guarantee that they are accurate, up to date and include all the criteria indicated.

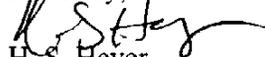
Recommendation 3:

Heritage management to obtain and maintain current court authorizations for all residents taking psychotropic medications.

Current Status/CAP:

All the children placed at Heritage have current psychotropic medication authorizations on file. At times, it has been difficult to obtain such authorizations in a timely manner because the prescribing psychiatrist makes this request of the court directly. The program administrator will make certain that all children who are prescribed psychotropic medication receive an authorization form completed by the doctor and will document efforts to receive the authorization back in a timely manner.

Sincerely,



H. S. Heyer

Executive Director

Cc: File

Heritage Group Homes, Inc.

P.O Box 5020, Diamond Bar, CA 91765
(626) 653-1000 Ph. (626) 653-1005 FAX

06/09/05

Attn: Carla Carr, Group Home Ombudsman
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

Re: Heritage Group Home II
16226 E. Benwick St
Valinda, CA 91744

Corrective Action Plan

Pursuant to your review, this letter is in response to the contract audit results of Heritage Group Home V. Generally, we are in agreement with the findings and have put in place the following Corrective Action Plan.

Recommendation 1:

a) Repair the low water pressure in the children's bathroom sink, b) Clean and/or re-glaze the bath tub in children's bathroom, c) Remove all writing on bedroom dressers, d) Obtain and maintain an adequate supply of extra bed linens.

Current Status/CAP:

All the above listed repairs were completed effective 05/19/05. We have purchased extra blankets for the children and there is sufficient supply of extra bed linens. The facility manager will inspect the facility thoroughly on at least a weekly basis and the program administrator will make sure the facility remains in compliance with all DCFS and CCL requirements.

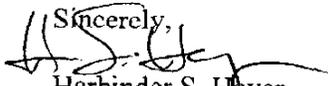
Recommendation 2:

Maintain Needs and Service Plans for all children that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals.

Current Status/CAP:

A meeting was conducted with the Treatment Team on 5/20/05 to discuss the audit report and plan a strategy that incorporates all the contract requirements for the NSP's. The Case Manager is responsible for ensuring that all NSP's meet the criteria as indicated in the new DCFS contract and audit report. The administrator will review all Needs and Service Plans prior to submission to guarantee that they are accurate, up to date and include all the criteria indicated.

This entire corrective action plan will also be monitored by the Asst. Director, Sandi Heyer, to ensure that it remains implemented and is working as intended.

Sincerely,

Harbinder S. Heyer
Executive Director

Cc: File

Heritage Group Homes, Inc.

P.O Box 5020, Diamond Bar, CA 91765
(626) 653-1000 Ph. (626) 653-1005 FAX

06/09/05

Attn: Carla Carr, Group Home Ombudsman
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

Re: Heritage Group Home IV
8814 Santa Fe Springs Rd
Whittier, CA 90606

Corrective Action Plan

Pursuant to your review, this letter is in response to the contract audit results of Heritage Group Home V. Generally, we are in agreement with the findings and have put in place the following Corrective Action Plan.

Recommendation 1:

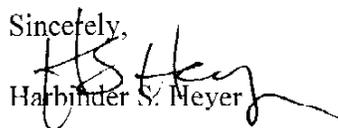
Include the child's authorized placement worker as part of the treatment team in development and implementation of the Needs and Service Plan. Maintain Needs and Service Plans for all children that are comprehensive, specific, measurable, attainable, realistic, time limited and include short term and long term goals

Current Status/CAP:

The Program Administrator will document contact with the child's CSW to invite them to join the treatment team planning meetings for their placed child. The case manager has been retrained in writing the Needs and Service Plans and the Administrator will continue to monitor accuracy in this area on an on-going basis.

This entire corrective action plan will also be monitored by the Asst. Director, Sandi Heyer, to ensure that it remains implemented and is working as intended.

Sincerely,


Harbinder S. Meyer